

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

T. HORIE et al

Serial No.

Filed: February 5, 2001

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT,
AND TECHNICAL SUPPORT METHOD

PRELIMINARY AMENDMENT

Assistant Commissioner of Patents
Washington, D.C. 20231

Sir:

Prior to examination, please amend the above-identified
patent application as follows.

IN THE CLAIMS


Please amend claims 12 - 14 as follows.

12. (Amended) An answer system for technical support
according to [any one of] claim[s] 1 [and claim 7], further
including means for counting workhours of persons which have
corresponded with said inquiry sent from each user, and
reporting said workhours or charges calculated based on said
workhours to said user.

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14. (Amended) An answer system for technical support according to [any one of] claim[s] 1 [and claim 7], further including means for sending an answer which responds to said inquiry send from said user, to said user by e-mail.

Examination is requested.


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